

**August, 1996**

**WEST VIRGINIA INFORMATIONAL LETTER**

**No. 100**

**TO: ALL HEALTH MAINTENANCE ORGANIZATIONS LICENSED TO DO  
BUSINESS IN THE STATE OF WEST VIRGINIA**

**RE: ANNUAL GRIEVANCE REPORT**

The purpose of this Informational Letter is to clarify requirements and provide a form for the annual report of formal enrollee grievances (Annual Grievance Report) by a health maintenance organization (HMO). Pursuant to W. Va. Code s. 33-25A-12, each HMO must maintain an enrollee grievance procedure by which enrollees may report grievances with respect to any provisions of the HMOs health maintenance contracts.

Each HMO must file an Annual Grievance Report in the form prescribed by the Commissioner and attached as Exhibit A. A description of the HMOs grievance procedure must be attached to the Annual Grievance Report form.

Only the Annual Grievance Report must be filed with the Commissioner, but copies of each formal grievance and the HMOs responses must be available to the Commissioner and the public for inspection for three (3) years after the grievance procedure is complete. The Annual Grievance Report is due on or before March 1 following the end of the calendar year covered by the Annual Grievance Report and should be filed with:

Director of Consumer Services  
Office of the Insurance Commissioner  
P.O. Box 50540  
Charleston WV 25305-0540  
Telephone (304) 558-3386  
Fax (304) 558-1610

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The Annual Grievance Report is similar to the monthly report required by the West Virginia Public Employees Insurance Agency (PEIA) of HMOs contracting to provide health care services to State employees. The Commissioner believes that use of similar forms by PEIA and the Commissioner will simplify record keeping and reporting requirements for HMOs reporting to both agencies. The two reports differ in that the PEIA report covers only grievances by PEIA enrollees, but the Annual Grievance Report covers all enrollees of the reporting HMO.<sup>1</sup>

Please contact the Consumer Services Division with any questions.

Hanley C. Clark  
Insurance Commissioner

<sup>1</sup>Annual Grievance Report form is not reproduced herein. Copy available upon request.